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A Consumers Guide to Case Management Systems

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About Idealware

Idealware, a 501(c)(3) nonprofit, provides thoroughly researched, impartial, and accessible resources about software to help nonprofits make smart software decisions. Nonprofits maintain a complicated relationship with technology. Most know that software can streamline their processes and help fulfill their missions more efficiently and effectively, yet lean staffing and tight budgets mean they're unable to devote the time necessary to keep up with new technologies and find the right tools. From the most basic questions (like how to use software to help manage emailing hundreds of people at once), to the more complex (like understanding the role of social networking and mobile phone text-messaging in fundraising strategy), organizations need a trusted source for answers.

Idealware provides an authoritative online guide to the software that allows U.S. nonprofits—especially small ones—to be more effective. By synthesizing vast amounts of original research into credible and approachable information, Idealware helps nonprofits make the most of their time and financial resources. And our reach is expanding; our reports have been downloaded hundreds of thousands of times.

Idealware is made up of a small, growing staff aided by a community of experts, including content partners and contributors, and overseen by a remarkable board and set of advisors.

Learn more about Idealware, read hundreds of free articles and other resources, download free reports on topics of interest to nonprofits, or sign up for our mailing list to be kept in the loop about free new resources at www.idealware.com.

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Reprinting and Quoting

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INTRODUCTION

Let's say a staff member at your human services organization has scheduled a meeting in half an hour with a client she's never met. Before they meet, she'd like to learn more about that client's background and history with your agency. Is that information stored and easily accessible? Or perhaps your quarterly report to a funder is due and you need a report summarizing the progress your clients have made since the last report. Do you have a way to easily summarize and report on this progress?

Case management systems, sometimes called client management systems, cover a wide array of specialized needs and are often used by vastly different programs. While specific functionality may differ, all case management systems serve essentially the same role: to shepherd clients—whether your organization serves homeless people, students, or even rescue animals—through the series of steps and services your programs provide.

At a basic level, these systems track the information you need to serve your constituents. This might include the individual's age, address, job history, educational progress, or childcare situation. They also track communications between staff and constituents, individualized plans, and progress toward those plans, allowing you to report on the information you've collected.

There are a large number of systems available, many of which cover specializations, niches, and sub-sectors. In this report we examine five widely-used, generalized systems identified through interviews with human services professionals, consultants, academics, and other experts in this field.

How do you decide which is right for your organization? The first step in choosing a software tool, of course, is understanding your own needs. We provide a glimpse into the types of systems available and what they typically do to help you get a sense of what to look for in a case management system. We then dive in for a closer look at specific systems and do an apples-to-apples comparison of features to help you understand what might work for you and what differentiates each system.

WHAT TYPES OF SYSTEMS ARE AVAILABLE?

As you start to consider systems, think through the high-level options before delving into the features in detail. In this section, we explain the different types of systems available for you to choose from.

Hosted vs. Installed Systems

Most software used to have to be installed on the machine on which it would be run. Once the exception, hosted software—software hosted on a vendor's servers and accessible via web browser—is increasingly becoming the expectation. In this model, sometimes called Software-as-a-Service (SaaS) or "Cloud-based applications," you pay a software vendor for online access to the software. The software and all your data are stored on the vendor's servers. You don't have to purchase any additional hardware, the vendor handles software updates and data backups, and your staff can access the system from anywhere there's an internet connection.

Vendors that provide their software using the SaaS model know that a security breach is the single biggest threat to their businesses. As a result, they put a strong emphasis on making sure their servers are protected from both physical and online threats. In fact, many banks and hospitals with far greater security needs than most nonprofits rely on hosted software for many basic functions. Online systems also frequently have stronger support for other online processes such as emailing constituents or integrating with your website. You typically pay a monthly or yearly "rent" for the system, depending on how many user accounts you need.

All five of the case management systems we looked at for this report are available only as Cloud solutions.

Salesforce Apps vs. Standalone Systems

In the past, case management systems—like other constituent databases—were developed and provided by vendors without consideration for other tools organizations might be using. Even specialized implementations of more general database platforms, such as Microsoft Access or FileMaker, available exclusively from the vendor or consultant that developed them, were likely to be completely incompatible with other solutions built on the same platform.

But it's now possible to implement all varieties of software solutions as apps on the popular Salesforce Constituent Relationship Management (CRM) platform. While more complicated solutions (including apps for case management or donor management) will still need the help of consultants or technical staff to install, set up, and implement, many tools can be added to the platform directly from the Salesforce AppExchange as turnkey solutions. And unlike solutions built on such common platforms as Access or FileMaker, those available on the Salesforce AppExchange are often compatible with one another, allowing a nonprofit to handle case management, donor management, accounting, and email marketing as apps running on a single Salesforce implementation, for example.

Custom-Built Systems

What about building your own system using Access, FileMaker, or some other technology? Fair warning—it's very unlikely such a solution would make sense to support your case management needs. Case management processes have been thoroughly studied and are

well understood. Many of the vendors have used that knowledge to build in the kinds of flexibility that make it easy to configure your system to your needs. Building your own system means you'll be the only organization using it. You won't have any community to discuss issues with or anyone to provide training. You'll need to pay not only to create the system, but to maintain it, and to build upgrades to meet your changing needs.

If you have unique needs or processes, you're probably better off starting with an existing system and customizing it. Existing systems will have basic functionality—such as integrated mail merging, emailing, and standard reports—that would take you days or weeks to build yourself. Look for an extensively customizable system such as a CRM platform (there's a scenario specifically devoted to that in our Recommendations section) and start there. Tools such as Salesforce allow for significant customization without requiring extraordinary technical skills and one of the systems we reviewed is actually built on top of that platform already. You may also want to consider whether your processes are unnecessarily unique. You may be better off changing your processes to meet standard best practices that existing systems are already designed to support.

WHAT DO THESE SYSTEMS DO?

As you assess your own organization's needs, it can be very helpful to understand the typical features and functions that are available and to compare the functionality between basic and more advanced systems.

Client Data Tracking

The prime reason to have a case management system is your clients. Can you store all the phone numbers and addresses you need for your organization's clients? Most systems will handle such basic information as name, date of birth, or Social Security number out of the box. However, to track more detailed demographics such as race, immigration status, or housing status you may need to create custom fields.

You'll also want to keep track of emergency contacts and services the person receives from other agencies, and for agencies that offer medical services, you'll want the ability to track insurance information in the client record. It can also be useful to upload and attach files—scanned images of a driver's license or birth certificate, for example—to the client record, instead of having to keep physical copies of those documents.

Finally, you'll need to be able to search easily for clients by name or demographic information.

Relationships and Householding

Individual clients don't exist in a vacuum—they're connected to family members (both immediate and extended), employers, friends, and other interested parties. So why should a case management system ignore these existing relationships?

At a minimum, most systems will allow you to define relationships between clients and their immediate family (the people who live in the same household) and to include the demographic information of those family members. Different systems will handle households differently. Some are designed around the household as the primary record for constituents and populate the client and family members associated with that household within that record. Others are designed around the individual record, a model which tends to be more flexible, letting you associate an individual with others through custom bi-directional relationship types (i.e., spouse, parent/child, employer/employee). You should also be able, at a glance, to see in the client record a summary of how many people are in that household.

While most systems will let you track a client's household, some assume that those family members recorded in the system are also receiving services. Others let you keep track of all household members and indicate who is or isn't receiving services.

What about relationships with people not in the same house, such as parents living separately? Can you keep track of people in one household with different last names? What about seasonal household members such as divorced parents that share custody of a child? Not many systems will be able to automatically display seasonal household members based on the time of year—most will need you to manually change household affiliation.

Agencies that work with families will also want to be able to track childcare needs and educational information such as the child's grades, what school the child attends, or who is the guidance counselor or social worker at that school. For most systems, you'll need to track at least some of this information through custom fields.

Case Workflow

The heart of a case management system is the ability to track a client's progression from the first point of contact with the agency through program enrollment and program completion. Turning a client into a

case starts with the intake process—collecting a new client's information to determine whether the client is actually eligible for services, and, if he or she is eligible, assigning the client to a caseworker. Intake has traditionally been carried out using paper forms, but now electronic forms are usually part of the case management system. At a minimum, these forms will automatically populate the new client record. At many organizations, volunteers may handle intake rather than full-time staff. In those cases, it may be desirable for the intake process to be as intuitive and automated as possible, for example a wizard-style process that guides the user step-by-step through the forms.

Once the new client is entered into the system, you'll need to assign a program and a caseworker. At a minimum, a system will let agency staff do this manually. However, more robust systems will be able to automatically determine what programs a client is eligible for by using form rules and logic and then notifying the caseworker through email triggers. For many organizations, part of determining eligibility is determining how likely a given client is to relapse or need reentry into the program at a later date. Recidivism may be measured in a system simply by running a report to see if the individual has completed or been dismissed from the program in the past. Your system may also include fields to record risk factors such as a history of substance abuse or an inconsistent employment history.

For active cases, the system needs to be able to record the goals or action plan for the client, the progress toward those goals, and case notes on the outcome of each meeting with a caseworker. A more basic system will probably let you record notes just through a narrative text field, while more flexible or feature-rich tools will let you break up those notes into multiple quantitative fields such as drop-down menus or check boxes for easier reporting. Almost all case management systems will let you include notes fields in reports, but more advanced systems will actually index the text of narrative notes as search terms, letting you query on only those case notes containing a specific word or phrase, for example.

Organizations with many affiliated programs, or that serve as an intake hub for multiple area agencies, will also need the ability to refer a client to a specific outside program or agency and keep track of the outcome of that referral. Many systems make it easy to notify the destination agency of the client, provided that that organization also uses the system. Fewer systems will be able to provide that seamless referral process for organizations using different case management systems, and even in these cases you may need to enter into the other agency's system to make the referral. Without an integrated or automated referral process, you'll need to manually notify the target agency.

Finally, organizations with high intake traffic, or where most of their clients seek assistance of their own volition (as opposed to being referred by a court or other agency), may want to provide a self-service intake form for clients. Electronic self-service intake forms could be available at kiosks in a lobby or through an online portal. More robust systems will be able to provide this natively (albeit at additional cost), while lighter-weight tools will be able to accept web forms built in a third-party form builder. Some may not provide this functionality at all.

Contact Management and Scheduling

A good case management system should also let users record (and report on) communications with clients. Can you easily see on the client record a summary of recent phone calls, emails, or meetings with a particular client? A caseworker should also be able to manually log notes recording when a client was contacted, what was discussed, and the outcome of that discussion. Depending on the system, these notes could be logged with the same functionality used for case notes, or as a separate object type in the database.

It can also be useful to schedule appointments and meetings with clients or other staff members within the case management system. Does the system integrate with Microsoft Outlook, Google Apps, or another shared calendaring tool? Or is there a built-in calendar function to schedule and manage appointments? Finally, you'll want to be able to keep track of the status or outcome of an appointment. Did the client attend or fail to show up? Did the caseworker have to reschedule or postpone an appointment? Some systems may allow you to record this on the appointment itself, or through case notes.

Program Data Tracking

Tracking data on whom your programs serve, the resources you put into those programs, and the immediate or long-term results of those programs is essential for evaluating the effectiveness of your agency and programs. In fact, foundations, government agencies, and donors increasingly require these measurements for funding. Most case management systems should be able to provide, at a minimum, some means of tracking the attendance and demographics of your program participants—possibly through custom fields created for reports on specific indicators or through more robust statistical reporting tools.

In order to measure program effectiveness, almost all case management systems will provide survey-style assessment forms for identifying a client's condition prior to program enrollment, upon exiting the program, or at any point inbetween. Typically the systems will let admin users customize these assessments or create their own. However, the vendor may also be able to set up any forms needed by an organization during implementation. Certain sub-sectors of human services do have required or standardized measurement tools in place for assessments. Some common ones, such as the self-sufficiency matrix, may come standard with a system, but in general most will have to be created in the system by either the vendor or an admin user.

Additionally, if a case management system allows you to set goals for individual clients, you'll need to be able to keep track of their progress toward those goals. Some systems allow users to manually assign a percentage of completion or set up a series of stages based on the particular type of goal. More robust systems will be able to calculate progress based on assessments.

All too often in this space people conflate an organization's outputs (hours of counseling provided, individual items such as meals or clothing provided) with a program's outcomes (participants gaining employment, a stable housing status, increase in academic performance measured by GPA). It's therefore helpful for a case management system to allow organizations to record data that isn't related to the people they serve at all, such as your area's unemployment rate or graduation rate, for example, to provide a baseline against which you can compare the results of your own programs, or the clients' progress toward their goals.

Communications Tracking

Depending on the type of services your organization provides, it may be desirable to send communications such as email or text messages to clients directly through your case management system. Can you send an email to an individual client from his or her record with one or two clicks? Are emails created and sent using the vendor's servers or can you integrate your organization's Microsoft Outlook or Gmail to create and send individual emails?

What if you needed to send an email to multiple clients at once to notify all of the participants of a particular class or program or to send out a monthly email newsletter? More robust systems may provide mass email functionality as a module (at additional cost), but many will require you to use a third-party broadcast email tool such as Constant Contact or VerticalResponse. If that's the case, check to see if the vendor makes it possible to pass client names and contact information automatically from the database to the email tool, otherwise you'll need to export the intended recipients and manually add them to the email tool.

It's important to check how emails will be sent. Some systems use your organization's email server. This works fine for individual emails or emails to a few dozen people, but is risky if you email thousands of people. If you create a big list, some programs will flag your email as spam no matter how careful you are. If you're sending the emails through your own server, these spam complaints will build up over time and more and more of your email will be filtered out of inboxes. You also run the risk of having your whole domain blacklisted—meaning none of your organization's email, including email directly from staff members, will go through. It's not likely, but it does happen, and it can take weeks to get your organization removed from blacklists when it does. In general, Idealware recommends sending broadcast emails

through the vendor's servers, which would mean either choosing a system that provides that feature or integrating the system with a third-party broadcast email tool that you like.

Finally, some organizations may want to create printed materials, such as letters or mailing labels, to send to clients. Some systems provide seamless letter creation and mail merging with built-in word processors. Others require you to export data into Microsoft Excel and mail merge from there.

Volunteers and Events

Clients are not your organization's only constituents—you may also have volunteers, donors, and event attendees. Chances are you interact with each individual in different ways. For example, you may have volunteers handling intake or directly providing services to clients, or a former client is now giving back by donating time or money. It's important to look at the full picture of all your interactions with each person.

Many of these tools will at least let you record name and contact information for volunteers without distinguishing them from clients, but you may be able to integrate the system with a dedicated volunteer management system for more robust functionality. More comprehensive systems will allow you to track volunteer hours or even match them with clients as a service provider.

Most case management systems won't provide true event management or RSVP functionality, but many will let you integrate with third-party tools such as Eventbrite. And finally, some systems may allow organizations to manage facilities or inventory items such as conference rooms or canned goods and clothing, respectively. However, organizations with substantial inventory needs, such as food pantries, will likely need a third-party tool to keep track of those resources.

Billing and Electronic Medical Records (EMR)

Many human service organizations, especially clinics or others that provide counseling or medical services, will need to bill insurance companies, government agencies, or clients themselves for services provided. Many case management systems allow you to assign ICD-9 and ICD-10 codes (International Classification of Diseases) for billing purposes, but most of those reviewed in this report will need a third-party billing or accounting system to generate invoices.

Similarly, most systems in this report don't provide built-in Electronic Medical Record (EMR) functionality, but can integrate with third-party EMR systems through an API or other programmatic connection.

Reporting and Querying

A case management system should do more than just store your client and case data. You also need the ability to generate useful lists of clients and program data and present that data to your directors or board members. Querying gives you the ability to easily generate a list based on a specific set of criteria and export that list into a spreadsheet or .CSV file. A query can also allow you to make updates in the system across a whole group. For example, you may want to see which clients in a specific program didn't show up for a meeting or appointment in the past week, or review all case notes from the past month that mention a specific word or phrase. A query helps you access that information. Often, this is also how you generate mail merged letters or emails. Some systems merge querying functionality with reporting and ask you to start your reporting process at the same time.

Unlike queries, reports are typically formatted. They may also include different categories, subtotals, or informational summaries about anything from program enrollment by month to comparative statistics on assessment data. Most systems come with a number of prepackaged reports, often called "standard" or "canned" reports, while others are a blank slate and depend on either you or the vendor to build out the reports your organization will need.

From time to time you may want to create your own custom reports. For simple ad hoc reports, you can export this data to Excel and format it there. For more complex reports, some systems provide a set of tools that let you define the data you'd like to see as well as the columns and formatting included in the report. For extremely complex reports, experienced users may

want the ability to write or inject queries written in SQL. Regardless of the kind of reports you want to create, make sure you have access to all the data that might be useful, including any custom fields you've defined. Some tools will even allow you to add charts or graphs based on your data.

For many users, especially those less comfortable with technology, it may be easier to add a frequently-used report or query to the user dashboard, providing a quick, real-time look into the data through charts, graphs, or lists. When considering a case management system, see whether individual users can customize their own dashboards with the reports or tools they need, or if an admin must set up dashboards based on specific user roles.

Data Hygiene

A database is only as useful as the data within it. Therefore, it's important to ensure that the client and program information you're tracking is as accurate and high-quality as possible. At a bare minimum, to aid in the identification of incorrect entries, a case management system should "date stamp" when information in a field is entered or changed and who made that change. More robust systems will let you "roll back" changes to a previous version of the record.

A major threat to data quality is duplicate or erroneous records. For example, if there are two records for a "John Doe" at 10 Main Street, which one is the correct record, and which one should a caseworker use? Most systems will prevent duplicate entries by checking the database for possible matches (by name, date of birth, Social Security number, etc.) when creating a new record. Some systems will let you run a "duplicate check" query to identify and merge any existing duplicate records. During the merge, you may be able to choose which data to keep from each record.

Especially with web-based or "Cloud" systems, it's quite likely that two users will try to edit or update the same client record at the same time. Many systems will default to only keeping the last saved version, so check to see if the system will display a warning when a second user tries to edit a record while it is already in use.

Many human service organizations serve communities whose first or primary language is not English. In those cases it's important to be able, at a minimum, to provide user-facing forms, surveys, or assessments in multiple languages. This is fairly common for languages that use Latin characters, such as Spanish, but is less common for non-Latin or right-to-left languages such as Chinese, Hebrew, or Arabic. Systems that provide a user interface in languages other than English are also uncommon.

Mobile Access

With the near-ubiquitous presence of smartphones, tablets, and Wi-Fi, as well as the rise of hosted or "Cloud" software, the ability to access and update constituent records remotely allows caseworkers and field staff to work from almost anywhere. All of the systems reviewed in this report are hosted systems and allow users to access and update client records from a mobile device or laptop. Most also allow users to perform administrative functions, such as creating or editing forms or running reports, from a mobile device.

Security and Access Management

It's also important to think through the division of labor across different tasks. Intake, case or program work, or high-level management oversight can translate to different roles in the system and therefore different tasks. All the systems reviewed in this report provide multiple user roles with their own set of permissions and access rules. Many allow organizations to modify those roles or create new ones to prevent unauthorized access to identifiable client information. Most systems will also let you define read, update, and delete rights by program, client, or even for each individual data field.

With a hosted system, where your data is stored on multiple servers alongside that of other organizations, your own organization's computers aren't the only point where someone could, in theory, access client data without permission. Ask your vendor about its security systems and policies. Make sure that the vendor takes steps to prevent access to client records stored on their servers except in aggregate or as system-assigned ID numbers.

Customization and Integration

As human services is a very broad sector covering a wide range of programs and service, most case management systems are designed to work for a wide variety of organizations. To facilitate this, they let you configure many of the field values throughout the system. Some allow unlimited new fields or even let you customize further to allow unique-to-your-organization constituent interactions. You even may be able to limit what parts of the system are accessible or visible between user roles.

If you're planning to frequently sync up the data between your case management system and another system, manual imports and exports can be time-consuming and error-prone. Instead, it could be worth hiring a programmer to build an automated connection so data can flow from one system to the next without manual intervention.

If you want to build an automated connection, check to make sure the system supports it. Is an API provided so your own programmer can access the data? What data can be accessed this way? Is it read-only, or can you write to the database? Check to see if the vendor has to set up integration with external packages for you—this process often means an extra cost.

Support and Training

Whatever else you need in a case management system, at some point you're likely to need customer support. Virtually all reviewed vendors offered solid, basic-level support—phone support, system documentation, and informal training upon request.

In terms of phone support, the difference is likely to be price and quality. How much do you have to pay per incident or per year? Can existing customers typically reach someone knowledgeable when they call for support?

Good documentation, either printed or online, is also critical. Ideally, information should be available when you need it within the system. For example, to let you see what clicking a button will do before you actually click it. But printed manuals are also useful. If you're going to widely roll out a system, can you tailor the documentation to your own processes? Training varies among vendors from affordable over-the-phone and online options to more formal on-site training at your office. Does the vendor offer training materials? How much will you pay for each training option?

Product Background

It takes considerable effort to choose a client management system and move your data into it. You don't want to be forced to repeat the process in a year because the vendor went out of business. When considering a system, consider the vendor, too.

Ask some background questions—how long has it been in business? How many clients does it have and how many staff members? Does the revenue earned from its system cover the personnel and operational expenses required to support it?

A vendor with a few hundred clients whose revenue covers expenses is likely to be as stable as any other company. Take your own preferences into account when thinking about company size. A small company might provide a more personal feel and better service, while a larger company might have more defined processes around upgrades and issues.

RECOMMENDATIONS

Which of the systems we reviewed are the best? That turns out to be a very complicated question. All of the systems provide solid support for what we would describe as the "core" case management needs—client data tracking and case workflow—but not every system makes sense for every situation.

To help you determine which system is right for you, we defined a set of scenarios common to nonprofit organizations and recommended the systems that best meet those needs. Each system may be appropriate for more than one scenario and more than one scenario might fit your own organization's situation.

You're a small organization, and price is critical...

Money is tight, but you want a solid case management base that will last as your programs grow. You have only a few users and a single program…for now.

- **CTK Apricot,** by Community TechKnowledge
- **Exponent Case Management for Salesforce,** by Exponent Partners

You want one system to manage all your constituents...

You have a lot of overlap between your clients and other constituents, such as donors or volunteers, so it doesn't make much sense to track the same people in two or three databases. Also, it's easier and less confusing for your staff to only need to know how to use one system. And you need to communicate with all your constituents through email and don't want to waste time importing those lists into an email tool every week. You want to do it right, and can invest some money or effort if needed.

- **ETO Impact,** by Social Solutions
- **Exponent Case Management for Salesforce,** by Exponent Partners

You want to bill for services within the system...

Maybe you're a clinic providing medical services, or maybe you provide psychiatric care or counseling. You need to have your clients' medical records on hand and you don't want to waste time with another system when it's time to bill insurance companies or government agencies for your services.

- **ClientTrack,** by ClientTrack, Inc.
- **ServicePoint,** by Bowman Systems

You need robust intake workflow for non-tech savvy staffers...

You depend on volunteers to handle your client intake and you need consistent data entry, even when you can't get consistent help. You need a system that can guide your staff through intake so you don't have to spend the time to guide them every time.

- **ClientTrack,** by ClientTrack, Inc.
- **Exponent Case Management for Salesforce,** by Exponent Partners

HOW TO CHOOSE

The systems covered in this report are just the tip of the iceberg compared to what's out there. It's good to have that much choice, but making a decision can be difficult. What's more, switching systems is a time-consuming process, so it's important to think your needs through carefully up front and make a choice that will last.

How should you narrow down the choices and focus on the packages likely to work best for you? Here are a few tips:

Don't overprioritize price.

First off, don't let minor differences in price be a big factor in your decision-making. Saving money is important to every nonprofit, but a few hundred dollars saved now isn't worth the staff time wasted years down the road by an unintuitive database. Instead, factor in the time you'll save by using a system that most efficiently meets your needs. The less time spent dealing with the software means more time you can spend providing services and more people you can help.

Understand your client processes.

On paper, case management seems as though it should be a fairly finite process—intake, program enrollment, program completion. In practice, however, each organization—and sometimes each program within one organization—has its own steps, requirements, and numerous other minutiae complicating those processes. Most systems will have a specific way to handle workflow, but the vendors can customize the system to match your own processes—for a price. Before you select a system, make sure to think through how your organization works, both to know what system best matches the way you think about clients and to make sure your own process isn't needlessly complicated.

Identify your communication priorities.

The systems vary considerably in their support for creating mail merged letters and sending email. Most will allow you to send one-off emails to individual clients and some will easily integrate with mass mailing specialists such as VerticalResponse and Constant Contact. Other systems may not let you communicate with clients at all—depending on the work you do, emailing clients may not be appropriate. Think through your needs in this area and determine what's important to you.

Weigh flexibility vs. complexity.

It can be tempting to prioritize a system that allows you to continue to work in exactly the way you always have—and the flexibility to add custom fields and custom interactions can be useful. But, often, a new system provides a great opportunity to rationalize and streamline your process, and potentially bring it closer to existing best practices. If you can map your process to standard practices, you'll likely be able to use a cheaper and less complex system.

CHART OF RECOMMENDATIONS

	ClientTrack	CTK Apricot	ETO Impact	Exponent Case Management for Salesforce	ServicePoint
Initial Pricing (10 users, 1 program)	$10,560	$5,395	*	$2,400**	$12,250***
Initial Pricing (25 users, 5 programs)	$24,750	$17,895	*	$10,500**	$15,625***
Initial Pricing (50 users, 10 programs)	$42,900	$29,035	*	$24,000**	$21,250***
Client Data Tracking	Excellent	Solid	Solid	Solid	Solid
Relationships and Householding	Excellent	Fair	Solid	Excellent	Solid
Case Workflow	Excellent	Solid	Solid	Excellent	Solid
Contact Management and Scheduling	Excellent	Solid	Solid	Excellent	Fair
Results Data Tracking	Solid	Solid	Excellent	Solid	Solid
Communications Tracking	Fair	Fair	Excellent	Excellent	None
Billing and Electronic Medical Records	Solid	None	Fair	Fair	Excellent
Reporting and Querying	Solid	Solid	Solid	Excellent	Solid
Data Hygiene	Solid	Excellent	Solid	Solid	Solid
Mobile	Solid	Solid	Excellent	Excellent	Solid
Security and Access Management	Solid	Solid	Excellent	Excellent	Fair
Customization and Integration	Excellent	Solid	Excellent	Excellent	Fair
Volunteer Management	Solid	Solid	Solid	Solid	Solid
Event Management	Solid	Solid	Fair	Solid	None

• None Fair Solid Excellent

* The vendor has declined to provide pricing for the system.

** The Salesforce Foundation provides up to 10 user licenses free for 501(c)(3) nonprofits—additional licenses are available at a discount of up to 80 percent.

*** The vendor reports that the licensing fee can be reduced depending on the size of the organization.

INDEX OF CASE MANAGEMENT SYSTEMS

INDEX OF CASE MANAGEMENT SYSTEMS

Now that you've read through our thoughts and recommendations about the systems, it's time to dive down into more detail. This section provides short Idealware reviews of each of the systems included in this report. For even more detail on how we reviewed the systems, see Reviews of the Case Management Systems beginning on page 21 for the full review text for each of our 91 criteria.

ClientTrack

Coming from the homeless management space, ClientTrack is a Cloud-based system that provides strong, easy-to-use intake functionality. It includes step-by-step wizards for commonly-used processes such as intake for new clients, recording case notes, or running reports, which are useful for less tech-savvy staff members and volunteers, but might slow down more experienced users. The system is already set up to record detailed data about an organization's outputs, such as hours of counseling or amount of physical goods (e.g., food items or clothing) for each client. While the system provides strong mail merging functionality for print letters or labels, it's not possible to send mass emails. One-off emails to clients require a plug-in, but there is no additional cost. Pricing for the system includes a baseline software license, recurring user and service fees, and one-time implementation fees. An organization with 10 users could expect to pay around $10,560.00 for the first year, plus the cost of implementation. Read the full review beginning on page 22.

CTK Apricot

CTK Apricot, by Community TechKnowledge, is a highly customizable system. The overall interface is friendly and easy-to-navigate and individual client records can be easily customized through user-defined fields or by using pre-built forms and assessments from the template library. With that flexibility, however, comes a considerable build-out by the vendor at implementation, and there are no pre-built, standard reports—the user (or vendor, at additional cost) must create all reports from scratch. Report creation is straightforward through a user-friendly, drag-and-drop interface, but only users with administrative permissions can create new reports. CTK Apricot might not be the best choice for organizations looking for an all-in-one system, as there is no built-in module for either billing or Electronic Medical Record (EMR) functionality, but it is possible to track billing data through custom fields. It's easy to send messages to clients directly through the system, but it doesn't easily integrate with third-party broadcast email tools for mass emails—any integrations with external tools must be done by the vendor at additional cost. Pricing for the system is determined by the number of users and the number and complexity of programs. A small organization with up to 10 users could expect to pay $5,395 in the first year. Read the full review beginning on page 27.

ETO Impact

ETO Impact, by Social Solutions, is a Cloud-based solution that might be a good fit for organizations with multiple, independent programs. Like other systems in this report, the intake workflow and case record are form-based (they call the feature TouchPoints), and for organizations wishing to allow clients to self-enroll, the ETO Portal add-on lets clients login to update their personal information and fill out intake forms or assessments. It is possible to add additional functionality to the system through an app marketplace, which allows for a flexible system, but any integrations with third-party systems not available through the marketplace must be done by the vendor at addi-

tional cost. For an additional fee, the ETO Engage module provides robust communications tools, including one-off email, text messaging, and a survey-like functionality—but does not provide true, ad hoc broadcast email, as you must define your targets as a group in ETO itself. The system provides strong performance measurement through the ETO Insights tool, which can determine the statistical correlation for multiple variables. As the vendor declined to provide pricing for the system, it is unclear to Idealware what types of organizations this system would best fit. Read the full review beginning on page 32.

Exponent Case Management for Salesforce

Exponent Case Management for Salesforce, from Exponent Partners, adds case and client management features to the robust and flexible Salesforce CRM platform, taking advantage of that system's powerful reporting, querying, and workflow functionality. Intake is a straightforward and intuitive process of identifying a client and filling out drop-down menus, Likert scales, or other survey-type fields in a program-specific form (customized at implementation). The Salesforce platform itself is easily customizable and provides the ability to integrate with third-party tools through an Open API, in addition to the Salesforce AppExchange, which offers many free and paid apps to provide additional third-party functionality. As a result, it is quite possible to create an "all-in-one" system, incorporating donor or volunteer management functionality or accounting and billing tools. Much of the case management functionality, such as the intake form, is fairly easy to navigate, with intuitively labeled sections, but other functionality—such as assessments, contact records, and reporting—is quite complex with a steep learning curve. Users may need training to use the system and many will need to work with a consultant to get the system set up. Exponent Case Management is available from the Salesforce AppExchange for $20 per user per month, plus implementation and licensing for Salesforce itself. The Salesforce Foundation provides up to 10 enterprise licenses (normally $125 per user per month) free for 501(c)(3) nonprofits. Additional licenses are available at a discount. Read the full review beginning on page 37.

ServicePoint

ServicePoint, from Bowman Systems, is an intuitive, Cloud-based system often used in homeless management and that provides a good amount of flexibility at a comparatively-affordable price for mid-sized organizations. Client intake is an intuitive process of creating a new individual or household record and filling out assessment forms, but there is no automated workflow, such as a wizard, to guide novice users through the process and eligibility assessments require either a custom form or the separate eligibility module at additional cost. ServicePoint has strong reporting capabilities through both the native ReportWriter tool, and the Advanced Reporting Tool (ART), built on SAP BusinessObjects. All users can create and run ad hoc reports in the ReportWriter, but only users with admin permissions can create new reports in the Advanced Reporting Tool. However, ART reports use nightly builds of the dataset, rather than real-time data. While the system provides 17 granular and customizable user roles, it's not possible to create new roles, and there is no to ability to send emails or other communications to clients from within the system. ServicePoint might not be the right fit for organizations that desire an "all-in-one" solution—there is no ability to track donations within the system, for example, and it's not possible to integrate with third-party tools for additional functionality without the help of the vendor at additional cost. However, it would be a good fit for organizations where email communication with clients is not necessary (or appropriate), those that already have existing communications tools or constituent databases in place, or organizations with specialized needs that will require considerable customization by the vendor. Pricing for the system is determined by the number of users—$225 per user in the first year, and $368 per user for subsequent years—with a $10,000 initial licensing fee. The vendor reports that the licensing fee can be reduced depending on the size of the organization. Read the full review beginning on page 43.

REVIEWS OF THE CASE MANAGEMENT SYSTEMS

CLIENTTRACK

Coming from the homeless management space, ClientTrack is a cloud-based system that provides strong, easy-to-use intake functionality. It includes step-by-step wizards for commonly-used processes such as intake for new clients, recording case notes, or running reports, which are useful for less tech-savvy staff members and volunteers, but might slow down more experienced users. The system is already set up to record detailed data about an organization's outputs, such as hours of counseling or amount of physical goods (e.g., food items or clothing) for each client. While the system provides strong mail merging functionality for print letters or labels, it's not possible to send mass emails. One-off emails to clients require a plug-in, but there is no additional cost. Pricing for the system includes a baseline software license, recurring user and service fees, and one-time implementation fees. An organization with 10 users could expect to pay around $10,560.00 for the first year, plus the cost of implementation.

- **Pricing (10 users, 1 program):** $10,560.00 for the first year, plus implementation fees.
- **Pricing (25 users, 5 programs):** $24,750.00 for the first year, plus implementation fees.
- **Pricing (50 users, 10 programs):** $42,900.00 for the first year, plus implementation fees.

Client Data Tracking

- **Basic Demographic Tracking:** Lets you track basic demographic information such as email, phone number, address, age, and gender of every client.
- **Specialized Demographic Tracking:** Lets you track specialized demographic information such as immigration status, employment status, and housing status.
- **Same Name Tracking:** Lets you easily track multiple clients with the same name. Users can define what fields in the client record will be used to check for duplicates (e.g., first name, last name, date of birth, Social Security number).
- **External Programs or Services:** Lets you track what external programs or services each client is receiving through the referrals functionality.
- **File Attachment:** Lets you attach one or more files to a client record (scanned images of a driver's license or birth certificate, for example).
- **Emergency Contact Info:** Lets you track emergency contact information for clients as part of the household record.
- **Income Level:** Lets you track income level or percent of poverty level of client at entry and exit.
- **Insurance Information:** Lets you track insurance information about clients.
- **Searching:** Lets you search for a client by name or other information from anywhere in the interface using the search bar.

Relationships and Householding

- **Household Demographics:** Lets you track names, ages, and demographic information for family or household members.
- **Outside of Household Relationships:** Client records can be associated with multiple households. Relationships of people not in a single domicile, but affiliated with a household, can be recorded as "Interested Others" on the household record.
- **Household Number Tracking:** Lets you track how many people are in a household at a given time.
- **Different Last Name Tracking:** Lets you track multiple people within a household with different last names.

- **Seasonal Household Information:** There is no automated functionality to assist with managing household members that are only in the household for certain times of the year (i.e., the time of year a client has custody of a child). You can set which household is a client's current family in the Family History section of the client record.
- **Children Information:** Lets you track specific information about children in a household (e.g., age, child care needs, grade level, specific school(s) attended, guidance counselor/social worker at school) through custom fields.
- **Household Members Receiving Services:** Lets you track who in a household is receiving services.

Case Workflow

- **Intake Process:** Lets you manage the intake process for clients, including date of entry, how they found their way to the program, and eligibility. This is done through an intake wizard that guides users through the forms.
- **Intake Integration:** The system can integrate with third-party intake tools through the Open API.
- **Caseworker Assignment:** Lets you assign a caseworker to a particular client. By default, the system assigns the current user as the caseworker during intake.
- **Case Notes:** Lets you record case notes for a particular client on the client record. These notes can be customized with multiple field types, including drop-down menus and free text fields.
- **Case Notes Reporting:** Lets you report on case notes recorded for a particular client on the client record through the reporting tool.
- **Workflow/Action Trigger:** Lets you manage the workflow and form logic of the intake process and automatically assign tasks or reminders for a particular user or caseworker. It is not possible to set action triggers for a client to set email triggers for specific events.
- **Program Enrollment:** Users can record the start and exit date for each program a client is enrolled in and the reason for exiting the program.
- **Action Plans and Goals:** Users can assign action plans and program goals on the client record.
- **Referral Process:** Users can record referrals to outside agencies on the client record, including the date of referral, reason for referral, and the destination agency. Creating a referral will automatically email the destination agency to notify it of the referred client.
- **Recidivism:** Lets you track recidivism information for a client through custom fields.
- **Online/Self-Service Intake:** Lets you perform online or self-service intake for clients through the portal add-on, at additional cost.

Contact Management and Scheduling

- **Manual Communications Log:** Lets you keep a manual log of communications with each constituent, such as phone calls or personal meetings, using the case notes functionality on a client record.
- **Summary of Communications:** Lets you see a quick summary of all recent communications and constituent actions in the case notes section of the client record.
- **Appointment Scheduling:** Lets you schedule and track upcoming appointments, follow-up meetings, or doctor visits for clients through the calendar functionality on the client record.
- **Scheduling Integration:** Does not currently integrate with Microsoft Outlook or other shared calendaring system to schedule/track upcoming appointments, follow-up meetings, or doctor visits for clients.
- **Appointment Status:** Lets you track the status or outcome of an appointment or referral (i.e., scheduled, completed, cancelled, no-show).
- **Referral Tracking:** Lets a caseworker assign referrals to outside programs and agencies on a client record and record the outcome of that referral.

Results Data Tracking

- **Specific Program Tracking:** Lets you record attendance and demographic data for each program.
- **Indicator Tracking:** It is possible to record information on specific indicators for each program through custom fields.
- **Pre and Post Assessments:** Lets you track pre and post assessment data on the client record. Assessments can include calculated fields and context-sensitive help text.
- **Progress Against Goals:** Lets you measure progress against goals within the system, including target date, specific objectives, and status of goal in the Goal Planning section of the client record.
- **External Instruments:** Any pre-existing, external assessments can be configured in the system by the vendor at implementation.
- **Outputs and Outcomes:** Lets you track outputs and outcomes within the system.
- **Non-People Related data:** Lets you record information on units of services provided (e.g., hours of counseling or physical items) in addition to people served, but it is not possible to record information not related to clients as an object in the system that's not connected to a client record.

Communications

- **Third-Party Email Integration:** Does not integrate with third-party broadcast email clients.
- **Mass In-System Email:** Does not let you send mass email to clients.
- **One-Off Email:** Lets you send email to particular individuals. This requires an email plug-in at no additional cost.
- **Automatic Communications Log:** Lets you automatically store a record of all system-generated letters and emails for each client through custom fields.
- **Microsoft Outlook and Other Email Integration:** Does not integrate with Microsoft Outlook or other commonly-used email programs.
- **Mail Merge:** Lets you create and save letter templates within the system and then mail merge to them without the need for any other system.

Volunteers and Events

- **Volunteer Integration:** Can integrate with third-party volunteer management systems through the Open API.
- **Volunteer Management:** Provides the ability to track volunteers, including hours worked and timesheets.
- **Volunteer Matching:** Provides the ability to match volunteers with clients or cases.
- **Event Management:** Lets you manage event attendance and RSVPs from within the system.
- **Event Integration:** Does not integrate with third-party tools for managing events.
- **Facility and Resource Management:** Lets you manage specific facilities and resources (i.e., rooms and equipment) through the Client Services functionality.

Billing

- **Insurance Billing:** Lets you generate invoices for insurance companies for services from within the system.
- **Government Billing:** Lets you generate invoices for governments for services from within the system.
- **Client Billing:** Lets you generate invoices for clients for services from within the system.
- **Billing Integration:** Can integrate with a third-party billing system.

EMR

- **EMR Module:** Includes a built-in EMR module.
- **EMR Integration:** Can integrate with third-party EMR systems through the Open API.

Reporting and Querying

- **Standard Reporting:** Provides standard reports that most organizations in the sector would use (i.e., case load per caseworker, billable hours, program completion rate per caseworker, quantity of people served, clients at different stages).
- **Report Configuration:** Standard reports specific to the organization can be configured by the vendor during the implementation process at additional cost.
- **Custom Reports:** Lets you create an unlimited amount of custom or ad hoc reports using any field in the database.
- **Dashboards:** Allows for the creation of one or more dashboards by individual user or workgroup.
- **Exporting Data:** Lets users export all data to Excel or other spreadsheet program by running a report and exporting the results. It is possible to request an export of all system data from the vendor at no additional cost.
- **Queries:** Lets you query the database for specific lists and information through the reporting tool only.
- **Querying on Fields:** Lets you query using criteria from any database field, including custom fields.
- **SQL Query:** It is possible to insert a SQL query into a report through Microsoft SQL Server Reporting Services (SSRS).

Data Hygiene

- **Date Stamping:** All constituent information is date and time stamped when entered or changed. You can view past revisions by field on the client record, but it is not possible to "roll back" a record or field to a previous version.
- **Duplicates and Bad Entries:** Lets you detect and eliminate duplicate client records through the Duplicated Clients report.
- **Multi-User Access:** Multiple users can view client profiles simultaneously, but changes made to the profile may be overwritten.
- **Multilingual Support:** Can display information in English or Spanish, but not non-Latin characters and right-to-left languages.

Mobile

- **Mobile Record Access:** Lets staff members access case files or client records from a mobile browser.
- **Mobile Record Update:** Staff members can edit or update client records and case notes from a mobile browser. It is not possible to perform administrative functions (such as creating or editing forms or reports) from a mobile device.
- **Text Messages:** Does not let you track or send text messages within the system.

Security and Access Management

- **User Roles:** Allows for the creation of multiple user roles or groups with specific permission levels.
- **Remote Access:** Lets you enter data via remote access and in real time.
- **Field Level Permissions:** It is not possible to set access and read/write permissions at the field level.
- **Client/Program Permissions:** Allows access and read/write permissions at the client/program level.

- **Access to Client Information:** Vendor confirms that steps are taken to prevent access to client records stored on its servers (except through aggregate or as system-assigned ID numbers).
- **Ease of Use Overview:** Is simple enough for non-technical staff to navigate. There are easy step-by-step wizards for most actions that a user would want to take and the sections and navigation items are labeled clearly and intuitively.

Customization and Integration

- **Custom Fields:** Allows for the creation of user-defined custom fields that have similar permissions to system-standard fields.
- **Open API:** Provides an API to allow a programmer to create custom data feeds to an external system.
- **Limiting System Views:** Lets you hide parts of the system that don't apply to you.
- **Accounting Integration:** Can integrate with third-party accounting systems through the Open API.
- **Donor Management Integrations:** Can integrate with third-party donor management systems through the Open API.
- **Donor Tracking:** Does not provide the ability to track donors and donations except through custom fields or objects.

Support and Training

- **Training:** Vendor provides initial training, online or in-person, at no additional cost. Monthly training webinars are available without cost.
- **Manuals and Documentation:** Vendor provides help text throughout the application.
- **Support:** Vendor provides unlimited phone or email support during business hours without additional cost.

Product Background

- **History:** ClientTrack was originally founded as Data Systems International in 1983. The current product has been available since 1998.
- **Clients:** Vendor reports approximately 200 North American clients for this system.
- **Sustainability:** Vendor reports that the revenue earned from this system covers the personnel and operational expenses required to support it.

CTK APRICOT

CTK Apricot, by Community TechKnowledge, is a highly customizable system. The overall interface is friendly and easy-to-navigate and individual client records can be easily customized through user-defined fields or by using pre-built forms and assessments from the template library. With that flexibility, however, comes a considerable build-out by the vendor at implementation, and there are no pre-built, standard reports—the user (or vendor, at additional cost) must create all reports from scratch. Report creation is straightforward through a user-friendly, drag-and-drop interface, but only users with administrative permissions can create new reports. Apricot might not be the best choice for organizations looking for an all-in-one system, as there is no built-in module for either billing or Electronic Medical Record (EMR) functionality, but it is possible to track billing data through custom fields. It's easy to send messages to clients directly through the system, but it doesn't easily integrate with third-party broadcast email tools for mass emails—any integrations with external tools must be done by the vendor at additional cost. Pricing for the system is determined by the number of users and the number and complexity of programs. A small organization with up to 10 users could expect to pay $5,395 in the first year.

- **Pricing (10 users, 1 program):** $5,395 for the first year, including Standard service package; $2,700 annual service fee.
- **Pricing (25 users, 5 programs):** $17,895 for the first year, including Silver service package; $6,900 annual service fee.
- **Pricing (50 users, 10 programs):** $29,035 for the first year, including Silver service package; $8,340 annual service fee.

Client Data Tracking

- **Basic Demographic Tracking:** Lets you track basic demographic information such as email, phone number, address, age, and gender of every client.
- **Specialized Demographic Tracking:** Lets you track specialized demographic information—such as immigration status, employment status, or housing status—through custom fields.
- **Same Name Tracking:** Lets you easily track multiple clients with the same name. Users can define what fields in the client record will be used to check for duplicates (e.g., first name, last name, date of birth, Social Security number).
- **External Programs or Services:** Lets you track what external programs or services each client is receiving by associating that client record with any agency recorded in the system.
- **File Attachment:** Lets you attach one or more files to a client record (scanned images of a driver's license or birth certificate, for example).
- **Emergency Contact Info:** Lets you track emergency contact information for clients through custom fields.
- **Income Level:** Lets you track income level and percent of poverty upon entry and exit through custom fields.
- **Insurance Information:** Lets you track insurance information about clients through custom fields.
- **Searching:** Lets you search for a client on any user-defined "searchable" fields. Users can define any field in the client record as searchable.

Relationships and Householding

- **Household Demographics:** Lets you track names, ages, and demographic information for family or household members receiving services only. Information for household members not receiving services can be tracked through custom fields.

- **Outside of Household Relationships:** Client records can be associated with multiple households.
- **Household Number Tracking:** Lets you track how many people are in a household at a given time, possibly through custom fields.
- **Different Last Name Tracking:** Lets you track multiple people within a household with different last names.
- **Seasonal Household Information:** There is no automated functionality to assist with managing household members that are only in the household for certain times of the year (i.e., the time of year a client has custody of a child). Seasonal household members can only be indicated through the use of custom fields on the household record.
- **Children Information:** Lets you track specific information about children in a household (i.e., age, child care needs, grade level, specific school(s) attended, guidance counselor/social worker at school) through custom fields.
- **Household Members Receiving Services:** Lets you track who in a household is receiving services through custom fields on the household record.

Case Workflow

- **Intake Process:** The intake form and workflow are configured by the vendor at implementation.
- **Intake Integration:** Does not integrate with third-party intake tools.
- **Caseworker Assignment:** Lets you assign a caseworker to a particular client.
- **Case Notes:** Lets you record case notes for a particular client on the client record. These notes can be customized with multiple field types, including drop-down menus and free text fields.
- **Case Notes Reporting:** Lets you report on the case notes recorded for a particular client on the client record through the reporting tool.
- **Workflow/Action Trigger:** Lets you manage workflow and action triggers for a client to set email triggers for specific events and assign tasks or reminders for a particular user or caseworker.
- **Program Enrollment:** Users can record the start and exit date for each program a client is enrolled in and the reason for exiting the program.
- **Action Plans and Goals:** Users can assign action plans and program goals on the client record.
- **Referral Process:** Users can record referrals to outside agencies on the client record, including the date of referral, reason for referral, and the destination agency. Creating a referral in the system will automatically email the agency to notify it of the referred client if the outside agency is recorded in the system.
- **Recidivism:** Provides risk assessment and chemical health assessment forms in the template library to record the likelihood of client re-entry. Additional recidivism information can be tracked through user-defined assessments and custom fields.
- **Online/Self-Service Intake:** It is possible to perform online or self-service intake for clients using the secure web forms add-on at no additional cost.

Contact Management and Scheduling

- **Manual Communications Log:** Lets you keep a manual log of communications with each constituent, such as phone calls or personal meetings, using the case notes functionality on a client record.
- **Summary of Communications:** Lets you see a quick summary of all recent communications and constituent actions in the case notes section of the client record.
- **Appointment Scheduling:** Lets you schedule and track upcoming appointments, follow-up meetings, or doctor visits for clients using the case notes functionality on a client record.
- **Scheduling Integration:** Integrates with Google Calendar to schedule and track upcoming appointments, follow-up meetings, or doctor visits for clients.
- **Appointment Status:** Lets you track the status or outcome of an appointment or referral (i.e., scheduled, completed, cancelled, no-show) through custom fields.
- **Referral Tracking:** Lets a caseworker assign referrals to outside programs/agencies on a client record and record the outcome of that referral through custom fields.

Results Data Tracking

- **Specific Program Tracking:** Lets you record attendance and demographics data for each program.
- **Indicator Tracking:** It is possible to record information on specific indicators for each program through custom fields.
- **Pre and Post Assessments:** Lets you track pre and post assessment data within the system through user-defined assessments on the client record. Assessments can include calculated fields and context-sensitive help text.
- **Progress Against Goals:** Lets you measure progress against individual client goals through user-defined fields on the client record.
- **External Instruments:** Any pre-existing, external assessments can be configured in the system by the user or by the vendor at implementation.
- **Outputs and Outcomes:** Lets you track outputs as well as outcomes within the system.
- **Non-People Related Data:** It is possible to record complex information on things other than people (e.g., water quality or anonymous survey results) through custom objects.

Communications

- **Third-Party Email Integration:** The system does not integrate with third-party broadcast email clients.
- **Mass In-System Email:** It is possible to send email batches to multiple recipients using the system, but the vendor recommends using a third-party broadcast email client for this purpose.
- **One-Off Email:** Lets you easily send email to particular individuals from their client records.
- **Automatic Communications Log:** Lets you automatically store a record of all system-generated letters and emails for each client.
- **Microsoft Outlook and Other Email Integration:** Does not integrate with Microsoft Outlook or other commonly-used email programs.
- **Mail Merge:** It is not possible to create a mail merged letter within the system. Users must export the information they wish to merge as a spreadsheet and create the merged letter in Microsoft Word or other word-processing tools.

Volunteers and Events

- **Volunteer Integration:** The system can integrate with third-party volunteer management systems. This requires configuration by the vendor at additional cost.
- **Volunteer Management:** It is possible to manage volunteers in the system. Contact information, hours worked, and interests can be tracked on the volunteer record through custom fields.
- **Volunteer Matching:** The system provides the ability to match volunteers with clients or cases using the reporting functionality.
- **Event Management:** It is possible to manage event attendance in the system through the use of custom fields.
- **Event Integration:** The system can integrate with third-party event management systems. This requires configuration by the vendor at additional cost.
- **Facility and Resource Management:** There is no dedicated facility or resource management functionality in the system.

Billing

- **Insurance Billing:** Does not let users bill insurance companies for services from within the system.
- **Government Billing:** Does not let users bill governments for services from within the system.
- **Client Billing:** Does not let users bill clients for services from within the system.
- **Billing Integration:** Does not integrate with a third-party billing system.

EMR

- **EMR Module:** Does not include a built-in EMR module.
- **EMR Integration:** Does not integrate with a third-party EMR system.

Reporting and Querying

- **Standard Reporting:** Does not provide standard reports that most orgs in the sector would use. All reports are configured by the user.
- **Report Configuration:** Report configuration is not included in the implementation costs. All reports are configured by the user, or the vendor can build out reports for an additional fee.
- **Custom Reports:** Users with administrator privileges can create an unlimited amount of custom or ad hoc reports, using any field in the database, through a drag-and-drop interface.
- **Dashboards:** Users with administrator privileges can create an unlimited number of user dashboards.
- **Exporting Data:** Lets users export all data to Excel or other spreadsheet program by running a report and exporting the results.
- **Queries:** Lets users query the database for specific lists and information through the quick search tool or through the reporting tool.
- **Querying on Fields:** Users can query on any field in the database.
- **SQL Query:** Users with administrator privileges can write SQL queries using the Raw SQL tool in the report writer.

Data Hygiene

- **Date Stamping:** Each revision of a client record creates a new historical version of the record. Users can view past revisions and edits or restore a client record to a previous version.
- **Duplicates and Bad Entries:** Lets you automatically detect and eliminate data duplication. Users can define what fields are used to detect duplicate records. Fields can be set to only accept a specific data format; changes to a record cannot be saved if data is entered incorrectly.
- **Multi-User Access:** Multiple users can view client profiles simultaneously, but changes made to the profile may be overwritten.
- **Multilingual Support:** The system can display information in multiple languages and supports non-Latin characters and right-to-left languages. Language settings can be applied at both the field and form level.

Mobile

- **Mobile Record Access:** Lets staff members access case files or client records from a mobile browser.
- **Mobile Record Update:** Staff members can edit or update client records and case notes from a mobile browser. It is not possible to perform administrative functions (such as creating or editing forms or reports) from a mobile device.
- **Text Messages:** It is possible to send text messages within the system, but only with considerable customization by the vendor at implementation.

Security and Access Management

- **User Roles:** Allows for the creation of multiple user roles or groups, each with specific permission levels.
- **Remote Access:** As a web-based system, users can enter data remotely in real time.
- **Field Level Permissions:** Administrators can define access and read/write permissions by form or record, but not by field.
- **Client/Program Permissions:** Administrators can define access and read/write permissions by client record.

- **Access to Client Information:** The vendor confirms that steps are taken to prevent access to client records stored on its servers (except through aggregate or as system-assigned ID numbers).
- **Ease of Use Overview:** The system is simple enough for non-technical staff to navigate. While users are not prompted or guided through the workflow of entering a new client, recording assessments, and enrolling or referring them to programs or services, the sections and navigation items are labeled clearly and intuitively.

Customization and Integration

- **Custom Fields:** Lets you add an unlimited number of custom fields, which can be placed on most screens in the system.
- **Open API:** Does not allow a programmer to create custom data feeds to an external system. The vendor can build custom integrations to third-party systems at additional cost.
- **Limiting System Views:** Users with administrator privileges can restrict the ability to view records, fields, or forms by user.
- **Accounting Integration:** The system can integrate with third-party accounting systems. This requires configuration by the vendor at additional cost.
- **Donor Management Integrations:** The system does not integrate with third-party donor management systems.
- **Donor Tracking:** The system has the ability to track donors by contact information and donation history, but does not have the ability to process donations.

Support and Training

- **Training:** Vendor provides free initial and ongoing live webinar training. Additional in-person training sessions can be scheduled at additional cost.
- **Manuals and Documentation:** Vendor provides an online library with videos and written documents.
- **Support:** Vendor provides unlimited access to group webinar trainings, online help, and five support emails per month without additional cost.

Product Background

- **History:** Vendor has been in business since 1999; Apricot was initially developed in 2006.
- **Clients:** Vendor reports approximately 700 North American clients for this system.
- **Sustainability:** The vendor reports that the revenue earned from this system covers the personnel and operational expenses required to support it.

ETO IMPACT

ETO Impact, by Social Solutions, is a Cloud-based solution that might be a good fit for organizations with multiple, independent programs. Like other systems in this report, the intake workflow and case record are form-based (they call the feature TouchPoints), and for organizations wishing to allow clients to self-enroll, the ETO Portal add-on lets clients login to update their personal information and fill out intake forms or assessments. It is possible to add additional functionality to the system through an app marketplace, which allows for a flexible system, but any integrations with third-party systems not available through the marketplace must be done by the vendor at additional cost. For an additional fee, the ETO Engage module provides robust communications tools, including one-off email, text messaging, and a survey-like functionality—but does not provide true, ad hoc broadcast email, as you must define your targets as a group in ETO itself. The system provides strong performance measurement through the ETO Insights tool, which can determine the statistical correlation for multiple variables. As the vendor declined to provide pricing for the system, it is unclear to Idealware what types of organizations this system would best fit.

- **Pricing (10 users, 1 program):** The vendor has declined to provide pricing for the system.
- **Pricing (25 users, 5 programs):** The vendor has declined to provide pricing for the system.
- **Pricing (50 users, 10 programs):** The vendor has declined to provide pricing for the system.

Client Data Tracking

- **Basic Demographic Tracking:** Lets you track basic demographic information such as email, phone number, address, age, and gender of every client.
- **Specialized Demographic Tracking:** Lets you track specialized client demographic information—such as immigration status, employment status, or housing status—through custom fields.
- **Same Name Tracking:** Lets you easily track multiple clients with the same name. Users can define what fields in the client record will be used to check for duplicates (e.g., first name, last name, date of birth, Social Security number).
- **External Programs or Services:** Lets you track what external programs or services each client is receiving through the referrals functionality.
- **File Attachment:** Lets you attach one or more files to a client record (scanned images of driver's license or birth certificate, for example).
- **Emergency Contact Info:** Lets you track emergency contact information for clients through custom fields.
- **Income Level:** Lets you track income level of client or percent of poverty level upon entry and exit.
- **Insurance Information:** Lets you track insurance information about clients through custom fields.
- **Searching:** Lets you search for a client on any user-defined "searchable" fields. Users can define any field in the client record as searchable.

Relationships and Householding

- **Household Demographics:** Lets you track names, ages, and demographic information for family or household members.
- **Outside of Household Relationships:** Client records can be associated with multiple households. Past household associations (such as a divorced parent) with non-client individuals can be recorded in a household's family history.
- **Household Number Tracking:** Lets you track how many people are in a household at a given time.
- **Different Last Name Tracking:** Lets you track multiple people within a household with different last names.

- **Seasonal Household Information:** There is no automated functionality to assist with managing household members that are only in the household for certain times of the year (i.e., the time of year a client has custody of a child). Seasonal household members must be removed and re-added to the household record manually.
- **Children Information:** Lets you track specific information about children in a household (i.e., age, child care needs, grade level, specific school(s) attended, guidance counselor/social worker at school) through custom fields.
- **Household Members Receiving Services:** Lets you track who in a household is receiving services.

Case Workflow

- **Intake Process:** The intake form and workflow is configured by the vendor at implementation. These forms can be customized by the user with multiple field types, including calculated fields to determine eligibility.
- **Intake Integration:** The system can integrate with third-party intake tools through the Open API.
- **Caseworker Assignment:** Lets you assign a caseworker to a particular client.
- **Case Notes:** Lets you record case notes for a particular client on the client record as a TouchPoint form. These notes can be customized with multiple field types, including drop-down menus and free text fields.
- **Case Notes Reporting:** Lets you report on the case notes recorded for a particular client on the client record through the reporting tool. The content of narrative text fields is indexed for search purposes, letting you search for notes containing a specific word or phrase.
- **Workflow/Action Trigger:** Lets you manage workflow and action triggers for a client to set email triggers for specific events and assign tasks or reminders for a particular user or caseworker. More advanced notification triggers and automated workflows require the ETO Notification Engine and ETO Workflow modules, respectively, at additional cost.
- **Program Enrollment:** Users can record the start and exit date for each program a client is enrolled in and the reason for exiting the program.
- **Action Plans and Goals:** Users can assign action plans and program goals on the client record.
- **Referral Process:** Users can record referrals to outside agencies on the client record, including the date of referral, reason for referral, and the destination agency.
- **Recidivism:** Lets you track recidivism information for a client through custom fields.
- **Online/Self-Service Intake:** Online or self-service intake requires ETO Portal, a separate module at additional cost.

Contact Management and Scheduling

- **Manual Communications Log:** Lets you keep a manual log of communications (such as phone calls or personal meetings) with each constituent through custom fields on the TouchPoint form functionality.
- **Summary of Communications:** Lets you see a quick summary of all recent communications and constituent actions through custom fields.
- **Appointment Scheduling:** Lets you schedule and track upcoming appointments, follow-up meetings, or doctor visits for clients within the case notes.
- **Scheduling Integration:** Integrates with Microsoft Outlook to schedule and track upcoming appointments, follow-up meetings, or doctor visits for clients through a free plug-in on the ETO Marketplace.
- **Appointment Status:** Lets you track the status or outcome of an appointment or referral (i.e., scheduled, completed, cancelled, no-show).
- **Referral Tracking:** Lets a caseworker assign referrals to outside programs and agencies on a client record and record the outcome of that referral through a customized TouchPoint form.

Results Data Tracking

- **Specific Program Tracking:** Lets you record attendance and demographic data for each program.
- **Indicator Tracking:** Lets you record information on specific indicators for each program (i.e., income level or

employment status of clients before and after the program, GPA of students before program compared to after) through the ETO Insights module at no additional cost. This functionality is particularly powerful because it has the ability to determine correlation between multiple variables through a non-technical interface.

- **Pre and Post Assessments:** Lets you track pre- and post- assessment data on the client record. Assessments can include calculated fields and context-sensitive help text.
- **Progress Against Goals:** Lets you measure progress against goals within the system, including target date, specific objectives, and status of goal in the Service Plan section of the household record.
- **External Instruments:** Any pre-existing, external assessments can be configured in the system by the user or by the vendor at implementation.
- **Outputs and Outcomes:** Lets you track outputs as well as outcomes within the system.
- **Non-People Related Data:** It is possible to record complex information on things other than people (i.e., water quality or anonymous survey results) through custom TouchPoint forms.

Communications

- **Third-Party Email Integration:** The system can integrate with third-party email clients through the Open API.
- **Mass In-System Email:** Lets you send email to predefined groups. This requires the ETO Engage add-on at additional cost.
- **One-Off Email:** Lets you send email to particular individuals. This requires the ETO Engage add-on at additional cost.
- **Automatic Communications Log:** Lets you automatically store a record of all system-generated letters and emails for each constituent.
- **Microsoft Outlook and Other Email Integration:** The system does not integrate with Microsoft Outlook or other commonly-used email programs.
- **Mail Merge:** Lets you create and save letter templates within the system and then mail merge to them without the need for any other system. This is done through the reporting functionality. For mailing labels and other print comunication, you must export the information you wish to merge as a spreadsheet and create the merged letter in Microsoft Word or other word-processing tools.

Volunteers and Events

- **Volunteer Integration:** The system can integrate with third-party volunteer management systems through the Open API.
- **Volunteer Management:** The system provides the ability to track volunteers, including hours worked and timesheets.
- **Volunteer Matching:** The system provides the ability to match volunteers with clients or cases.
- **Event Management:** It is possible to manage event attendance in the system by creating a custom form.
- **Event Integration:** The system can integrate with third-party event management systems through the Open API.
- **Facility and Resource Management:** Lets you manage specific facilities and resources (i.e., rooms and equipment) through the scheduling function.

Billing

- **Insurance Billing:** Does not let users bill insurance companies for services from within the system.
- **Government Billing:** Does not let users bill governments for services from within the system.
- **Client Billing:** Does not let users bill clients for services from within the system.
- **Billing Integration:** The system can integrate with third-party billing systems through the Open API.

EMR

- **EMR Module:** Does not include a built-in EMR module.
- **EMR Integration:** The system can integrate with third-party EMR systems through the Open API.

Reporting and Querying

- **Standard Reporting:** Provides standard reports that most organizations in the sector would use (i.e., case load per caseworker, billable hours, program completion rate per caseworker, quantity of people served, clients at different stages).
- **Report Configuration:** Standard reports specific to the organization can be configured by the vendor during the implementation process at additional cost.
- **Custom Reports:** Lets you create an unlimited amount of custom or ad hoc reports, using any field in the database.
- **Dashboards:** Allows for the creation of one or more dashboards.
- **Exporting Data:** The system lets users export all data to Excel or other spreadsheet program by running a report and exporting the results. It is possible to request an export of all system data from the vendor at additional cost.
- **Queries:** Lets you query the database for specific lists and information through the reporting tool only.
- **Querying on Fields:** Users can query on any field in the database.
- **SQL Query:** It is not possible to write or insert an SQL query into a report.

Data Hygiene

- **Date Stamping:** All constituent information is date and time stamped when entered or changed. You can view past revisions by field on the client record. It is not possible to "roll back" a record or field to a previous version.
- **Duplicates and Bad Entries:** Lets you automatically detect and eliminate data duplication. Users can define what fields are used to detect duplicate records.
- **Multi-User Access:** Multiple users can view client profiles simultanteously, but changes made to the profile may be overwritten.
- **Multilingual Support:** The system does not support languages other than English for the admin interface.

Mobile

- **Mobile Record Access:** Lets staff members access case files or client records from a mobile device through the mobile browser.
- **Mobile Record Update:** Lets staff members edit case files or client records from a mobile device through the mobile browser.
- **Text Messages:** Lets you track or send text messages within the system. This requires the ETO Engage module at additional cost.

Security and Access Management

- **User Roles:** Allows for the creation of multiple user roles or groups, with specific permission levels.
- **Remote Access:** Lets you enter data via remote access and in real time.
- **Field Level Permissions:** Allows access and read/write permissions at the field level.
- **Client/Program Permissions:** Allows access and read/write permissions at the client or program level.
- **Access to Client Information:** The vendor confirms that steps are taken to prevent access to client records stored on its servers (except through aggregate or as system-assigned ID numbers).

- **Ease of Use Overview:** The system is simple enough for non-technical staff to navigate. Most actions that a user would want to take are displayed prominently and the sections and navigation items are labeled clearly and intuitively.

Customization and Integration

- **Custom Fields:** Lets you add an unlimited number of custom fields on forms or assessments in the system.
- **Open API:** The vendor provides an Open API or other programmatic connection to allow for data sharing or integration with third-party systems.
- **Limiting System Views:** Users with administrator privileges can restrict the ability to view records, fields, or forms by user.
- **Accounting Integration:** The system can integrate with third-party accounting systems through the Open API.
- **Donor Management Integrations:** The system can integrate with third-party donor management systems through the Open API.
- **Donor Tracking:** The system has the ability to track donor contact information and donation history, but does not have the ability to process donations.

Support and Training

- **Training:** Vendor provides initial training, online or in-person, at additional cost. Monthly training webinars are available without cost.
- **Manuals and Documentation:** Vendor provides an online help section with written documentation. Online videos are available at no additional cost.
- **Support:** Vendor provides unlimited phone or email support during business hours without additional cost.

Product Background

- **History:** Social Solutions has been in business since 2000. ETO has been in use by clients since 2002.
- **Clients:** Vendor reports approximately 3,800 North American clients for this system.
- **Sustainability:** The vendor reports that the revenue earned from this system covers the personnel and operational expenses required to support it.

EXPONENT CASE MANAGEMENT FOR SALESFORCE

Exponent Case Management for Salesforce, from Exponent Partners, adds case and client management features to the robust and flexible Salesforce CRM platform, taking advantage of that system's powerful reporting, querying, and workflow functionality. Intake is a straightforward and intuitive process of identifying a client and filling out drop-down menus, Likert scales, or other survey-type fields in a program-specific form (customized at implementation). The Salesforce platform itself is easily customizable and provides the ability to integrate with third-party tools through an Open API, in addition to the Salesforce AppExchange, which offers many free and paid apps to provide additional third-party functionality. As a result, it is quite possible to create an "all-in-one" system, incorporating donor or volunteer management functionality or accounting and billing tools. Much of the case management functionality, such as the intake form, is fairly easy to navigate, with intuitively labeled sections, but other functionality—such as assessments, contact records, and reporting—is quite complex with a steep learning curve. Users may need training to use the system and many will need to work with a consultant to get the system set up. Exponent Case Management is available from the Salesforce AppExchange for $20 per user per month, plus implementation and licensing for Salesforce itself. The Salesforce Foundation provides up to 10 enterprise licenses (normally $125 per user per month) free for 501(c)(3) nonprofits. Additional licenses are available at a discount.

- **Pricing (10 users, 1 program):** Licensing for Exponent Case Management is $2,400.00 per year, plus implementation costs. The Salesforce Foundation provides up to 10 user licenses free for 501(c)(3) nonprofits.
- **Pricing (25 users, 5 programs):** Licensing for Exponent Case Management is $6,000.00 per year, plus implementation costs. The Salesforce Foundation provides up to 10 user licenses free for 501(c)(3) nonprofits—additional licenses are available at a discount, starting at $4,500.00 per year.
- **Pricing (50 users, 10 programs):** Licensing for Exponent Case Management is $12,000.00 per year, plus implementation costs. The Salesforce Foundation provides up to 10 user licenses free for 501(c)(3) nonprofits—additional licenses are available at a discount, starting at $12,000.00 per year.

Client Data Tracking

- **Basic Demographic Tracking:** Lets you track basic demographic information such as email, phone number, address, age, and gender of every client.
- **Specialized Demographic Tracking:** Lets you track specialized client demographic information such as immigration status, employment status, and housing status.
- **Same Name Tracking:** The system does not provide any built-in functionality to prevent duplicate entries. There are a number of free or low-cost de-duping tools available on the Salesforce AppExchange. As of report publication, the system now provides built-in functionality to prevent duplicate entries. This functionality was not demonstrated.
- **External Programs or Services:** Lets you track what external programs or services each client is receiving through custom fields.
- **File Attachment:** Lets you attach one or more files to a client record (scanned images of driver's license or birth certificate, for example).
- **Emergency Contact Info:** Lets you track emergency contact information for clients.
- **Income Level:** Lets you track income level of client or percent of poverty level upon entry and exit.
- **Insurance Information:** Lets you track insurance information about clients.
- **Searching:** Lets you search for a client by name or other information from anywhere in the interface using the search bar.

Relationships and Householding

- **Household Demographics:** Lets you track names, ages, and demographics information for family or household members.
- **Outside of Household Relationships:** Lets you track relationships between clients or other contacts and label them (for example, "family member" or "co-worker") with custom relationship types.
- **Household Number Tracking:** Lets you track how many people are in a household at a given time.
- **Different Last Name Tracking:** Lets you track multiple people within a household with different last names.
- **Seasonal Household Information:** There is no automated functionality to assist with managing household members that are only in the household for certain times of the year (i.e., the time of year a client has custody of a child). The vendor can configure this functionality for an organziation, at additional cost.
- **Children Information:** Lets you track specific information about children in a household (i.e., age, child care needs, grade level, specific school attending, guidance counselor/social worker at school).
- **Household Members Receiving Services:** Lets you track who in a household is receiving services through calculated fields in the Service Summary section of the household record.

Case Workflow

- **Intake Process:** The intake form and workflow is configured by the vendor at implementation.
- **Intake Integration:** The system can integrate with third-party intake tools through the Open API.
- **Caseworker Assignment:** Lets you assign a caseworker (either a licensed user or an external contact) to a particular client.
- **Case Notes:** Case notes can be easily entered on their own or as part of a the Service Entry form and are easily findable in the Progress Notes section of the case record.
- **Case Notes Reporting:** Lets you report on the case notes recorded for a particular client on the client record through the reporting tool. The content of narrative text fields is indexed for search purposes, letting you search for notes containing a specific word or phrase.
- **Workflow/Action Trigger:** Lets you manage workflow and action triggers for a client through the native Salesforce worflow functionality to set email triggers for specific events and automatically assign tasks or reminders for a particular user or caseworker.
- **Program Enrollment:** Users can record the start and exit date for each program a client is enrolled in and the reason for exiting the program.
- **Action Plans and Goals:** Users can assign action plans and program goals on the case record.
- **Referral Process:** Users can record referrals to outside agencies on the client record, including the date or referral, reason for referral, and the destination agency. Creating a referral will automatically email the destination agency to notify it of the referred client.
- **Recidivism:** Lets you track recidivism information (such as substance abuse problems) for the client on the case record through the Incidents object.
- **Online/Self-Service Intake:** Online or self-service intake for clients is possible through third-party form-building tools.

Contact Management and Scheduling

- **Manual Communications Log:** Lets you keep a manual log of communications such as phone calls or personal meetings. Manual communication logs are included in system queries and reports.
- **Summary of Communications:** Lets you see a quick summary of all recent communications and constituent actions in the Activity History section of the client record.
- **Appointment Scheduling:** Lets you schedule and track upcoming appointments, follow-up meetings, or doctor visits for clients in the Activity History section of the client record.

- **Scheduling Integration:** Integrates with Microsoft Outlook or other shared calendaring system to schedule and track upcoming appointments, follow-up meetings, or doctor visits for clients.
- **Appointment Status:** Lets you track the status or outcome of an appointment or referral (i.e., scheduled, completed, cancelled, no-show).
- **Referral Tracking:** Lets a caseworker assign referrals to outside programs and agencies on a client record and record the outcome of that referral. Provides the ability for outside agencies to report the outcome of a referral automatically to the case record without the caseworker being required to manually enter the information.

Results Data Tracking

- **Specific Program Tracking:** Lets you record attendance and demographic data for each program.
- **Indicator Tracking:** Lets you record information on specific indicators for each program (i.e., income level or employment status of clients before and after the program, GPA of students before program compared to after) through user-defined assessments on the case record. Charts, graphs, and reports on individual progress for key indicators can also be added to the case record.
- **Pre and Post Assessments:** Lets you track pre- and post- assessment data within the system through admin-defined assessments in the Assessment section of the case record. Assessments can include calculated fields and context-sensitive help text.
- **Progress Against Goals:** Lets you measure progress against goals within the system, including target date, specific objectives, and status of goal in the Service Plan section of the client record.
- **External Instruments:** Any pre-existing, external assessments can be configured in the system by the user or by the vendor at implementation.
- **Outputs and Outcomes:** Lets you track outputs as well as outcomes within the system.
- **Non-People Related Data:** It is possible to record complex information on things other than people (i.e., water quality or anonymous survey results) through custom objects.

Communications

- **Third-Party Email Integration:** Lets you integrate with a third-party broadcast email client.
- **Mass In-System Email:** Lets you send mass email from within the system.
- **One-Off Email:** Lets you send one-off email to particular clients or staff members from within the system.
- **Automatic Communications Log:** Automatically stores a record of all system-generated letters and emails for each client. Emails generated outside the system can be recorded by emailing them to the system (for example, bcc-ing a unique system email address on emails).
- **Microsoft Outlook and Other Email Integration:** Integrates with Microsoft Outlook or other commonly used email programs.
- **Mail Merge:** Lets you create and save letter templates in Microsoft Word that include mail merged information. You can then mail merge data into those templates through the system without the need to export data.

Volunteers and Events

- **Volunteer Integration:** Lets you integrate with Volunteers for Salesforce, a free third-party tool available on the Salesforce AppExchange to manage volunteers.
- **Volunteer Management:** The system provides the ability to track volunteers, including hours worked and timesheets, through custom fields or objects.
- **Volunteer Matching:** This functionality requires Volunteers for Salesforce, a free third-party tool available on the Salesforce AppExchange.
- **Event Management:** Lets you track everyone who has registered for a particular event. However, this is done through the campaigns functionality rather than event-specific functionality and is not robust.

- **Event Integration:** Lets you integrate with a number of third-party apps available on the Salesforce AppExchange to manage events.
- **Facility and Resource Management:** Lets you integrate with third-party apps available on the Salesforce App Exchange to manage specific facilities and resources (i.e., rooms and equipment).

Billing

- **Insurance Billing:** Does not let users bill insurance companies for services from within the system, except through third-party apps, potentially at additional cost.
- **Government Billing:** Does not let users bill governments for services from within the system except through third-party apps, potentially at additional cost.
- **Client Billing:** Does not let users bill clients for services from within the system except through third-party apps, potentially at additional cost.
- **Billing Integration:** A number of third-party integrations with various accounting or billing systems are available on the Salesforce AppExchange.

EMR

- **EMR Module:** Does not include a built-in EMR module. Third-party apps are available to provide this functionality, potentially at additional cost.
- **EMR Integration:** There are a few free or low-cost EMR tools available on the Salesforce AppExchange. The vendor can integrate the system with commonly-used third-party EMR systems using the Salesforce API at additional cost.

Reporting and Querying

- **Standard Reporting:** Provides standard reports that most organizations in the sector would use (i.e,. case load per caseworker, billable hours, program completion rate per caseworker, quantity of people served, clients at different stages).
- **Report Configuration:** Standard reports specific to the organization are configured during the implementation process.
- **Custom Reports:** Lets you create custom reports through the "Report Builder." You can select fields to include from a sidebar of available fields and apply the same filter logic available to queries.
- **Dashboards:** Allows for the creation of an unlimited number of dashboards by individual user or role.
- **Exporting Data:** Lets you export all data to Excel or other spreadsheet program.
- **Queries:** Lets you create powerful queries with comparative ease by defining a series of criteria and filters. You can also define "exclusive not" queries, which exclude the results for one query from a different one.
- **Querying on Fields:** Lets you query using criteria from any database field, including custom fields.
- **SQL Query:** It is possible to write queries for reports in SOQL, the Salesforce quering language, or import existing SQL queries.

Data Hygiene

- **Date Stamping:** All constituent information is date and time stamped when entered or changed. You can view past revisions by field on the client record. It is not possible to "roll back" a record or field to a previous version.
- **Duplicates and Bad Entries:** Does not provide any built-in functionality to prevent duplicate entries. There are a number of free or low-cost de-duping tools available on the Salesforce AppExchange. (NOTE: As of report publication, the system now provides built-in functionality to prevent duplicate entries, a new functionality not demonstrated during the review.)
- **Multi-User Access:** Multiple users can view client profiles simultaneously, but changes made to the profile may be overwritten. To prevent overwriting the first user's work, the system notifies the second user, who must exit or refresh the page.

- **Multilingual Support:** The system can display information in multiple languages and supports non-Latin characters and right-to-left languages.

Mobile

- **Mobile Record Access:** Lets staff members access case files or client records from a mobile device, either through the mobile browser or the Salesforce1 mobile app.
- **Mobile Record Update:** Lets staff members edit case files or client records from a mobile device, either through the mobile browser or the Salesforce1 mobile app.
- **Text Messages:** Lets you track or send text messages within the system through third-party apps.

Security and Access Management

- **User Roles:** You can grant individuals access to granularly view, edit, or delete data for a wide variety of system functions.
- **Remote Access:** Lets you enter data via remote access and in real time.
- **Field Level Permissions:** Allows access and read/write permissions at the field level.
- **Client/Program Permissions:** Allows access and read/write permissions at the client or program level.
- **Access to Client Information:** The vendor confirms that steps are taken to prevent access to client records stored on its servers (except through aggregate or as system-assigned ID numbers).
- **Ease of Use Overview:** Much of the case management functionality, such as the intake form, is simple enough for non-technical staff to navigate, with training, and the sections and navigation items are labeled clearly and intuitively. Other functionality, such as assessments, contact records, and reporting, is powerful but complex. Most users may require training in these areas.

Customization and Integration

- **Custom Fields:** Lets you add a virtually unlimited number of custom fields (approximately 500 per object), which can be placed on most screens in the system.
- **Open API:** The Salesforce platform provides an API to allow a programmer to create custom data feeds to an external system.
- **Limiting System Views:** Lets you hide navigation items and objects in the client record that don't apply to a particular user.
- **Accounting Integration:** A number of third-party integrations with various accounting systems are available on the Salesforce AppExchange.
- **Donor Management Integrations:** A number of third-party donor management tools, including the Salesforce Nonprofit Starter Pack, are available on the Salesforce AppExchange.
- **Donor Tracking:** The system does not provide the ability to track donors and donations, except through custom fields or objects.

Support and Training

- **Training:** The vendor provides initial online or in-person training for Exponent Case Management as part of the implementation cost. Salesforce provides training for the Salesforce platform, either via the internet or live, at additional cost. Training videos are available without cost.
- **Manuals and Documentation:** The vendor provides an online library with videos and written documents for Exponent Case Management. Salesforce provides an online library with videos and written documents. In addition, the Power of Us Hub, an active online user community, connects users to the Salesforce Foundation technical team.

- **Support:** The vendor provides online support for Exponent Case Management, at no additional cost. Salesforce provides an online help section, helpdesk chat from within the system, and unlimited email support. Salesforce partners also provide phone support, at additional cost.

Product Background

- **History:** The vendor has been in business since 2005 and the Exponent Case Management solution has been available since 2012. Salesforce has been in business since 1999. The Salesforce Foundation has operated since 2000.
- **Clients:** The vendor reports 15 Exponent Case Management clients in North America, and another 10 clients using custom case management implementations. Salesforce reports about 24,000 total Foundation clients in North America.
- **Sustainability:** The vendor reports that the revenue earned from this system covers the personnel and operational expenses required to support it.

SERVICEPOINT

ServicePoint, from Bowman Systems, is an intuitive, Cloud-based system often used in homeless management and that provides a good amount of flexibility at a comparatively-affordable price for mid-sized organizations. Client intake is an intuitive process of creating a new individual or household record and filling out assessment forms, but there is no automated workflow, such as a wizard, to guide novice users through the process and eligibility assessments require either a custom form or the separate eligibility module at additional cost. ServicePoint has strong reporting capabilities through both the native ReportWriter tool, and the Advanced Reporting Tool (ART), built on SAP BusinessObjects. All users can create and run ad hoc reports in the ReportWriter, but only users with admin permissions can create new reports in the Advanced Reporting Tool. However, ART reports use nightly builds of the dataset, rather than real-time data. While the system provides 17 granular and customizable user roles, it's not possible to create new roles, and there is no to ability to send emails or other communications to clients from within the system. ServicePoint might not be the right fit for organizations that desire an "all-in-one" solution—there is no ability to track donations within the system, for example, and it's not possible to integrate with third-party tools for additional functionality without the help of the vendor at additional cost. However, it would be a good fit for organizations where email communication with clients is not necessary (or appropriate), those that already have existing communications tools or constituent databases in place, or organizations with specialized needs that will require considerable customization by the vendor. Pricing for the system is determined by the number of users—$225 per user in the first year, and $368 per user for subsequent years—with a $10,000 initial licensing fee. The vendor reports that the licensing fee can be reduced depending on the size of the organization.

- **Pricing (10 users, 1 program):** $2,250 in user license fees for the first year, plus initial $10,000 licensing fee; $3,680 annual recurring user fees.
- **Pricing (25 users, 5 programs):** $5,625 in user license fees for the first year, plus initial $10,000 licensing fee; $9,200 annual recurring user fees.
- **Pricing (50 users, 10 programs):** $11,250 in user license fees for the first year, plus initial $10,000 licensing fee; $18,400 annual recurring user fees.

Client Data Tracking

- **Basic Demographic Tracking:** Lets you track basic demographic information such as email, phone number, address, age, and gender of every client.
- **Specialized Demographic Tracking:** Lets you track specialized client demographic information—such as immigration status, employment status, or housing status—through custom fields.
- **Same Name Tracking:** Lets you easily track multiple clients with the same name. The system checks for duplicate client records by first name, last name, Social Security number, and address.
- **External Programs or Services:** Lets you track what external programs or services each client is receiving through the Service Transactions section of the client record.
- **File Attachment:** Lets you attach one or more files to a client record (scanned images of driver's license or birth certificate, for example).
- **Emergency Contact Info:** Lets you track emergency contact information for clients through custom fields.
- **Income Level:** Lets you track income level of client or percent of poverty level upon entry and exit through custom fields.
- **Insurance Information:** Lets you track insurance information about clients through custom fields.
- **Searching:** Lets you search for a client by name, Social Security Number, or date of birth through a search bar at the top of the screen.

Relationships and Householding

- **Household Demographics:** Lets you track names, ages, and demographic information for family or household members.
- **Outside of Household Relationships:** Client records can be associated with multiple households.
- **Household Number Tracking:** Lets you track how many people are in a household at a given time.
- **Different Last Name Tracking:** Lets you track multiple people within a household with different last names.
- **Seasonal Household Information:** There is no automated functionality to assist with managing household members that are only in the household for certain times of the year (i.e., the time of year a client has custody of a child). Seasonal household members must be removed and re-added to the household record manually. Previous household members can be reactivated through a straightforward process on the household interface.
- **Children Information:** Lets you track specific information about children in a household (i.e., age, child care needs, grade level, specific school(s) attended, guidance counselor/social worker at school) through custom fields.
- **Household Members Receiving Services:** Lets you track who in a household is receiving services through checkboxes on the household record.

Case Workflow

- **Intake Process:** Lets you manage the intake process for clients, including date of entry and how they found their way to the program. Assessing client eligibility requires an add-on module at additional cost.
- **Intake Integration:** The system does not integrate with third-party intake tools.
- **Caseworker Assignment:** Lets you assign a caseworker to a particular client.
- **Case Notes:** Narrative case notes can be recorded in a text field on the client record. The content of these fields is not searchable.
- **Case Notes Reporting:** Lets you report on the case notes recorded for a particular client on the client record through the reporting tool.
- **Workflow/Action Trigger:** Assigning a client to a caseworker will automatically update that user's case load. Lets you manage action triggers for in-system follow-up and reminders for other users, but it is not possible to manage email triggers for a client.
- **Program Enrollment:** Users can record the start and exit date for each program a client is enrolled in and the reason for exiting the program.
- **Action Plans and Goals:** Users can assign action plans and program goals on the client record.
- **Referral Process:** Users can record referrals to outside agencies on the client record, including the date or referral, reason for referral, and the destination agency. If the destination agency also uses the system, creating a referral will automatically notify it of the referred client.
- **Recidivism:** There are standard reports in the system to track returning or repeat clients.
- **Online/Self-Service Intake:** Online or self-service intake requires CommunityPoint, a separate module at additional cost.

Contact Management and Scheduling

- **Manual Communications Log:** Lets you keep a manual log of communications (such as phone calls or personal meetings) with each constituent as notes on a client's case plan.
- **Summary of Communications:** Does not let you see a quick summary of all recent communications and constituent actions in one place, except by generating a report.
- **Appointment Scheduling:** The system does not let you schedule or track upcoming appointments, follow-up meetings, or doctor visits for clients.
- **Scheduling Integration:** The system does not currently integrate with Microsoft Outlook or other shared calendaring system to schedule or track upcoming appointments, follow-up meetings, or doctor visits for clients.

- **Appointment Status:** Lets you track the status or outcome of an appointment or referral (i.e., scheduled, completed, cancelled, no-show).
- **Referral Tracking:** Lets a caseworker assign referrals to outside programs or agencies on a client record and record the outcome of that referral.

Results Data Tracking

- **Specific Program Tracking:** Lets you record attendance and demographic data for each program.
- **Indicator Tracking:** Lets you record information on specific indicators for each program through user-defined assessments in the Measurement section of the client record.
- **Pre and Post Assessments:** Lets you track pre and post assessment data within the system through user-defined assessments in the Measurement section of the client record. Assessments can include calculated fields and context-sensitive help text.
- **Progress Against Goals:** Lets you measure progress against individual client goals on the case record by marking the status and the percent complete of the goal from a drop-down menu.
- **External Instruments:** Any pre-existing, external assessments can be configured in the system by the user or by the vendor at implementation. The vendor reports that 21 standard tools are already provided in the system, but these were not demonstrated.
- **Outputs and Outcomes:** Lets you track outputs as well as outcomes within the system.
- **Non-People Related Data:** It is possible to record complex information on things other than people (i.e., water quality or anonymous survey results) through custom objects.

Communications

- **Third-Party Email Integration:** The system does not integrate with third-party broadcast email clients.
- **Mass In-System Email:** The system does not let you send mass email to clients.
- **One-Off Email:** The system does not let you send email to particular individuals from their client records. System-generated email can only target staff members.
- **Automatic Communications Log:** As you cannot send email to clients through the system, it is not possible to keep a record of all system-generated letters and emails for each constituent.
- **Microsoft Outlook and Other Email Integration:** The system does not integrate with Microsoft Outlook or other commonly-used email programs.
- **Mail Merge:** It is not possible to create a mail merged letter using templates in the system.

Volunteers and Events

- **Volunteer Integration:** The system does not integrate with third-party tools for managing volunteers.
- **Volunteer Management:** The system provides the ability to track volunteers, including hours worked and timesheets.
- **Volunteer Matching:** Volunteers can be assigned to a case record as an "Other" case manager, but this affiliation is not associated with the volunteer's record in the system. Otherwise, the volunteer will need a user account in the system.
- **Event Management:** The system lets you record attendance for events through the ActivityPoint module at no additional cost, but does not provide RSVP functionality.
- **Event Integration:** The system does not integrate with third-party tools for managing events.
- **Facility and Resource Management:** There is no dedicated facility or resource management functionality in the system.

Billing

- **Insurance Billing:** Lets users generate Medicaid/Medicare 837P or 835 electronic billing forms and submit claims to insurance companies for services.
- **Government Billing:** Lets users generate a Medicaid/Medicare 837P electronic billing form and submit claims to government agencies for services.
- **Client Billing:** Does not let users bill clients for services from within the system.
- **Billing Integration:** The system can integrate with third-party billing systems.

EMR

- **EMR Module:** Does not currently include a built-in EMR module. *The vendor reports that the system will achieve EMR Certification in Q2 2015.*
- **EMR Integration:** The system can integrate with third-party billing systems. This requires configuration by the vendor at additional cost.

Reporting and Querying

- **Standard Reporting:** Provides standard reports that most organizations in the sector would use (i.e,. case load per caseworker, billable hours, program completion rate per caseworker, quantity of people served, clients at different stages).
- **Report Configuration:** Standard reports specific to the organization can be configured by the vendor during the implementation process at additional cost.
- **Custom Reports:** Lets you create an unlimited amount of custom or ad hoc reports using any field in the database. Any user can create and save reports using the report writer. Only admin users have the ability to create or save new reports in the Advanced Reporting Tool (ART).
- **Dashboards:** Allows for the creation of one or more dashboards. As the Advanced Reporting Tool (ART) does not use real-time system data, those reports on the dashboard will not reflect system data in real time.
- **Exporting Data:** Lets users export all data to Excel or other spreadsheet program by running a report and exporting the results. It is possible to request an export of all system data from the vendor at additional cost.
- **Queries:** Lets you query the database for specific lists and information through the reporting tool only.
- **Querying on Fields:** Users can query on any field in the database.
- **SQL Query:** It is not possible to write or insert an SQL query into a report.

Data Hygiene

- **Date Stamping:** All constituent information is date and time stamped when entered or changed. You can view past revisions by field on the client record and "roll back" a record or field to a previous version.
- **Duplicates and Bad Entries:** Lets you detect and eliminate duplicate client records through the Client Merge functionality.
- **Multi-User Access:** Multiple users can view client profiles simultaneously, but changes made to the profile may be overwritten.
- **Multilingual Support:** The system does not support languages other than English for the admin interface.

Mobile

- **Mobile Record Access:** Lets staff members access case files or client records from a mobile device through the mobile browser.
- **Mobile Record Update:** Lets staff members edit case files or client records from a mobile device through the mobile browser.
- **Text Messages:** Does not let you track or send text messages within the system.

Security and Access Management

- **User Roles:** The system provides 17 user roles (e.g., administrator, caseworker, volunteer) with specific permissions and access levels. The permission settings within a role can be modified, but it is not possible to create new user roles in the system.
- **Remote Access:** Lets you enter data via remote access and in real time.
- **Field Level Permissions:** Allows access and read/write permissions at the field level.
- **Client/Program Permissions:** Allows access and read/write permissions at the client or program level.
- **Access to Client Information:** The vendor confirms that steps are taken to prevent access to client records stored on its servers (except through aggregate or as system-assigned ID numbers).
- **Ease of Use Overview:** The system is simple enough for non-technical staff to navigate. Sections and navigation items are labeled clearly and intuitively, but there is no automated workflow to prompt or guide users through entering a new client, recording assessments, and enrolling or referring them to programs or services.

Customization and Integration

- **Custom Fields:** Lets you add an unlimited number of custom fields on forms or assessments in the system.
- **Open API:** Does not allow a programmer to create custom data feeds to an external system.
- **Limiting System Views:** Lets you hide navigation items and tabs in the client record that don't apply to a particular user.
- **Accounting Integration:** The system does not integrate with third-party accounting systems.
- **Donor Management Integrations:** The system does not integrate with third-party donor management systems.
- **Donor Tracking:** The system does not provide a component to track donors and donations.

Support and Training

- **Training:** Vendor provides initial training in-person at additional cost. Additional training sessions can be scheduled at additional cost.
- **Manuals and Documentation:** Vendor provides full written documentation and online help text.
- **Support:** Vendor provides unlimited phone, email, and online support without additional cost.

Product Background

- **History:** Bowman Systems has been in business since 1999. ServicePoint has been in use by clients since then.
- **Clients:** The vendor reports approximately 200 North American clients for this system.
- **Sustainability:** The vendor reports that the revenue earned from this system covers the personnel and operational expenses required to support it.

APPENDICES

APPENDIX A: METHODOLOGY

Review Criteria

To learn about what features and functionality most human services organizations need from a case management system, we conducted 12 interviews. Interview subjects included staff members at human service organizations, nonprofit technology professionals and consultants, and academics in the fields of nonprofit management and performance management. These interviews took place in November and December of 2014 and were used to identify the 91 review criteria used to evaluate the systems.

Software Reviews

In September and October of 2014, Idealware distributed a survey to 581 cross-sector human services experts and evaluators and asked them to answer key questions about the extent of data sharing within the sector, existing initiatives for data sharing, and what software is commonly used to collect and track results data. The most commonly-used systems from this survey were cross-checked in the expert interviews to identify the five systems included in this report.

In December of 2014 and January of 2015, Idealware conducted two-hour demos of the five systems included in this report, reviewing the 91 features and attributes identified through expert interviews. We sent the review text based on these criteria to the vendors to allow them to flag errors and we revised each review to ensure there were no inaccuracies. Vendors did not have final approval over their own reviews.

Review criteria were grouped into 16 categories and each system was given a rating for each category based on a rating framework (as defined in *Appendix B: How We Rate the Systems*).

APPENDIX B: HOW WE RATE THE SYSTEMS

Fair	Solid	Excellent
Client Data Tracking		
• Lets you track basic demographic information such as email, phone number, address, age, and gender of every client—possibly through custom fields. • Lets you track specialized demographic information such as immigration status, employment status, or housing status of clients—possibly through custom fields. • Lets you easily track multiple clients with the same name. • Lets you attach documents to the client record and store them as part of the database. • Lets you search for a client by name or other information from anywhere in the interface.	• Lets you track basic demographic information such as email, phone number, address, age, and gender of every client without using custom fields. • Lets you track what external programs or services each client is receiving—possibly through custom fields. • Lets you track emergency contact information for clients—possibly through custom fields. • Lets you track insurance information about clients—possibly through custom fields. • Lets you track income level of client upon entry and exit and the percent of poverty level—possibly through custom fields.	• Lets you track specialized demographic information such as immigration status, employment status, or housing status of clients without using custom fields. • Users can define what fields in the client record will be used to check for duplicates (e.g., first name, last name, date of birth, Social Security number). • Lets you track what external programs or services each client is receiving without using custom fields. • Lets you track income level of client upon entry and exit and the percent of poverty level without using custom fields. • Lets you track emergency contact information for clients without using custom fields. • Lets you track insurance information about clients without using custom fields.

Fair	Solid	Excellent
Relationships and Householding		
• Lets you track names, ages, and demographic information for family or household members receiving services. • Lets you track how many people are in a household at a given time—possibly through custom fields. • Lets you track who in a household is receiving services—possibly through custom fields.	• Lets you track names, ages, and demographics information for all family or household members. • Lets you track who in a household is receiving services without using custom fields. • Lets you track multiple people within a household with different last names. • Lets you track how many people are in a household at a given time without using custom fields. • Lets you track specific information about children in a household (i.e., age, child care needs, grade level, specific school attending, guidance counselor/social worker at school)—possibly through custom fields.	• Lets you track relationships between clients and contacts who are neither receiving services nor part of the client's household (e.g., employers, friends, other parties with an interest in the client).
Case Workflow		
• Lets you manage the intake process for clients OR the system can integrate with an intake system. • Lets you assign a caseworker to a particular client. • Lets you record case notes for a particular client on the client record.	• Lets you record the start and exit date for each program a client is enrolled in, as well as the reason for exiting the program. • Lets you assign action plans and program goals on the client record. • Lets you report on the case notes recorded for a particular client on the client record through the reporting tool. • Users can record referrals to outside agencies on the client record including the date of referral, reason for referral, and the destination agency. • Lets you track recidivism information for a client—possibly through custom fields. • Lets you perform online or self-service intake for clients—potentially at additional cost.	• Lets you manage workflow and action triggers for a client, set email triggers for specific events, and assign tasks or reminders for a particular user or caseworker. • The system provides an intake wizard that guides users through the intake process and forms.

Fair	Solid	Excellent
Contact Management and Scheduling		
• Lets you keep a manual log of communications such as phone calls or personal meetings.	• Lets you see a quick summary of all recent communications and constituent actions on the client record—possibly through custom fields. • Lets you schedule and track upcoming appointments, follow-up meetings, or doctor visits for clients. • Lets you track the status or outcome of an appointment or referral (i.e., scheduled, completed, cancelled, no-show)—possibly through custom fields.	• Lets you see a quick summary of all recent communications and constituent actions on the client record without using custom fields. • Lets you track the status or outcome of an appointment or referral (i.e., scheduled, completed, cancelled, no-show) without using custom fields. • Lets a caseworker record the outcome of referrals to outside programs/agencies on a client record without using custom fields.
Results Data Tracking		
• Lets you record attendance and demographic data for each program—possibly through custom fields. • Lets you record information on specific indicators for each program—possibly through custom fields. • Accommodates the accepted standards/instruments in each field.	• Lets you track pre- and post- assessment data within the system. • Lets you measure progress against goals within the system.	• Tracks results data in a sophisticated way and has the ability to determine correlation between multiple variables through a non-technical interface. • Lets you record complex information on things other than people (i.e., water quality, anonymous survey results) in the system.
Communications Tracking		
• Lets you send one-off email from within the system OR integrates with Microsoft Outlook or other commonly used email programs.	• Lets you send mass email from within the system OR lets you integrate with a third-party broadcast email client.	• Can mail merge data into letter templates without exporting data from the system. • Lets you automatically store a record of all system-generated letters and emails for each constituent.

Fair	Solid	Excellent
Billing and Electronic Medical Records		
• The system can integrate with third-party billing systems OR you can generate invoices for services from within the system. • The system can integrate with third-party EMR tools OR the system includes a built-in EMR module.	TWO OF THE FOLLOWING THREE ARE TRUE: • Lets you generate invoices for insurance companies for services from within the system. • Lets you generate invoices for governments for services from within the system. • Lets you generate invoices for clients for services from within the system.	TWO OF THE FOLLOWING THREE ARE TRUE: • Lets you generate invoices for insurance companies for services from within the system and submit claims electronically. • Lets you generate invoices for governments for services from within the system and submit claims electronically. • Lets you generate invoices for clients for services from within the system and submit claims electronically.
Reporting and Querying		
• Provides standard reports that most organizations in the sector would use (i.e., case load per caseworker, billable hours, program completion rate per caseworker, quantity of people served, clients at different stages) OR standard reports specific to the organization are configured during the implementation process.	• Lets you create an unlimited amount of custom or ad hoc reports using any field in the database. • Allows for the creation of one or more dashboards. • Lets you export all data to Excel or other spreadsheet program. • Can query on any field in the database.	• Lets you easily query the constituent database for specific lists and information using functionality separate from the reporting tool. • Lets you write or insert a SQL query into a report.
Data Hygiene		
• Lets you “date stamp” all constituent information and historical data. • Lets you automatically detect and eliminate data duplication and reports incompatible or inappropriate data entry actions.	• Lets multiple users access constituent profiles simultaneously. • Lets you view past revisions by field on the client record.	• Supports multiple languages, including non-Latin characters. • Lets you “roll back” a record or field to a previous version.

Fair	Solid	Excellent
Mobile Access and Administration		
• Lets staff members access case files and client records from a mobile browser.	• Lets staff members edit and update client records and case notes from a mobile browser.	EITHER: • Lets you track and send text messages to clients within the system. OR BOTH: • Lets you track and send text messages to clients within the system—possibly through custom functionality or integrating with a third-party tool. • Lets staff members edit and update client records and case notes from a dedicated mobile interface.
Security and Access Management		
• Lets you enter data via remote access and in real time.	• Users can define multiple user groups that have different access to system functionality.	• Lets you define user or group permissions on a field-by-field basis. • Lets you define user or group permissions by individual client or program.
Customization and Integration		
• Allows for the creation of user-defined, custom fields that have similar permissions to system-standard fields.	• Lets you hide parts of the system that don't apply to you. • Provides a component to track donors and donations OR can integrate with third-party donor management systems. • Can integrate with third-party accounting systems.	• Provides a method to allow a programmer to create custom data feeds to an external system, with access to most fields in the system (i.e., an API).
Event Management		
• Lets you integrate with a third-party system for managing event attendance and RSVPs.	• Lets you manage event attendance and RSVPs from within the system.	
Volunteer Management		
• Lets you integrate with a third-party system for managing volunteers.	• Lets you manage volunteers from within the system, including hours worked and timesheets. • Lets you match volunteers with clients in the system.	

APPENDIX C: AUTHORS AND CONTRIBUTORS

Authors

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As Research Analyst, Kyle is responsible for researching software through demos, interviews, and surveys, and using that information to create Idealware's reports and articles. In addition, Kyle draws on his broadcast experience to produce Idealware's Ask Idealware videos. Outside of Idealware, Kyle has volunteered with the Maine League of Young Voters as chair of the Civic Guide Committee, providing nonpartisan guides to the civic process in Portland. Kyle is a graduate of Indiana State University, where he studied broadcasting, managed the student radio station, and volunteered on local election campaigns.

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Chris Bernard, Research and Editorial Director
Chris is a career writer and journalist with two decades of experience in newspapers, magazines, advertising, corporate and nonprofit marketing and communications, and freelance writing. Prior to Idealware, he was managing editor of a newspaper and a senior copywriter at an ad agency. For the past seven years, he's overseen Idealware's editorial and communications efforts, driving the creation and publication of more than a hundred articles, reports, and other resources and managing the communications calendar. Outside of his work at Idealware, he's an award-winning author and a frequent speaker and lecturer at literary conferences and festivals around the country.

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